



A Navratna Company  
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## भारतीय नौवहन निगम लिमिटेड

(भारत सरकार का उद्यम)

पंजीकृत कार्यालय: शिपिंग हाउस, 245 मादाम कामा रोड, मुंबई - 400 021.

फोन: 91-22-2202 6666, 2277 2000 फैक्स: 91-22-2202 6905 वेबसाइट: www.shipindia.com

### The Shipping Corporation Of India Ltd.

(A GOVERNMENT OF INDIA ENTERPRISE)

Regd. Office: Shipping House, 245, Madame Cama Road, Mumbai-400 021. Ph: 91-22 2202 6666, 2277 2000

Fax: 91-22 22026905 • Website: www.shipindia.com



Ref. A 10-SEC-BD-5005/RTI-1560

23<sup>rd</sup> August, 2019

Mr. Charles Ebenezer,  
20, 2<sup>nd</sup> floor, Uniworth Plaza  
Sankey Road  
Bangalore, 560020

Dear Sir,

#### **Sub: Application under the RTI Act 2005.**

This has reference to your RTI application dated 16.8.2019 received by undersigned on 19.8.2019.

Kindly find our replies.

1. Are there any guidelines issued by the SCI in respect of travel agents involved in shipping tourism.
2. Is the SCI an agent of Government of India or Ministry of tourism?
3. Is there any consumer grievance redressal mechanism in place for complaints against the travel agents involved in shipping tourism adopted by SCI.?

Replies:

1. SCI does not deal with Travel Agents involved in Shipping Tourism
2. SCI is a CPSE under Ministry of Shipping, Government of India,
3. SCI does not deal with any travel agent; we do not have any consumer grievance redressal mechanism in place for complaints against Travel Agents involved in Shipping Tourism.

In view of above, we hope you will be satisfied with the information. However, if you desire, you may prefer an Appeal before the First Appellate Authority i.e. Director (P&A) of the Corporation, "Shipping House", 245, Madame Cama Road, Mumbai - 400 021 within 30 days from the receipt of the decision.

Thanking you,

Yours faithfully

कृते भारतीय नौवहन निगम लिमिटेड  
For THE SHIPPING CORPORATION OF INDIA LTD.

  
दिपांकर हालदार/DIPANKAR HALDAR  
लोक सूचना अधिकारी/PIO